

W-02115A-07-0551



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2008 73715

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Stephen**

Kambietz

Account Name: Stephen Kambietz

Home: ()

Street:

Work:

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

We oppose the significant rate increase proposed by Chaparral Water Company. Our monthly bill averages in excess of \$50 and we only spend 6-8 weekends a year at our AZ home. We have had the irrigation, pool and inside water tested for leaks and have not found any. This excessive increase would force us to consider selling our home as it would also impact our homeowners assoc. fees too.

Stephen Kambeitz

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

Investigator's Comments and Disposition:

DEC - 8 2008

Replied with the following email:

RE: Chaparral City Water Company

Dear Mr.Kambietz,

DOCKETED BY	
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Your email dated November 30, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

RECEIVED
2008 DEC - 8 A 10:05
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at --

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73715

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73714

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Peter R. **Last:** Wilk

Account Name: Peter R. Wilk

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ **Zip:** 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-02113A-07-0551 *****

Customer sent the following e-mail -

As a resident of Fountain Hills, Arizona, this residence objects to its ridiculous request for a 41 percent increase in our water rates.

As a retired residence on a fixed income during this economic downturn, this increase is excessive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Wilk -

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73714
